

Intermedia Telephone & Voicemail Quick Start Guide

MODEL T33G



DIALING EMERGENCY SERVICES, (911)

*Your telephone is registered to your companies "Home" address and will reflect this information to the emergency response center you are connected to, **NOT** your current address.*

*Should you have the need to relocate your telephone device outside of your Intermedia registered account address it is your responsibility to contact your system administrator to make **ALL** the necessary changes to reflect the correct emergency service, (911), location information.*

*Should you absolutely need to use the telephone device outside of your Intermedia registered location for emergency dialing **"STAY ON THE LINE"** and speak to the emergency center operator and make sure they understand your current location and emergency needs.*

For questions, changes, and service to your telephone or voicemail operation please contact:

Intermedia @ 1-877-880-0055 (Opt-3)

Please have the following information:

1. Your account number
2. Your "MAIN" telephone number
3. Your address
4. Your "Secret" question/Answer
5. Detailed description of the change request or service issue being experienced

Intermedia Telephone & Hosted Application Links

(The below links will access Intermedia on-line knowledge base)

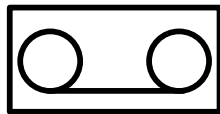
- Yealink Desktop Devices (Locate your device and click to play video)
 - https://support.intermedia.com/app/articles/detail/a_id/26189/kw/videos
- Unite Desktop Application
 - https://support.intermedia.com/app/articles/detail/a_id/15590/~-/intermedia-unite-desktop-app#article-tab-2
- Unite Mobile App
 - https://support.intermedia.com/app/articles/detail/a_id/15854/~-/intermedia-unite-mobile-apps#article-tab-

Button Mapping:

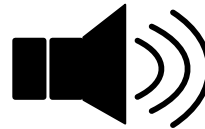
MODEL T33G



Telephone Display Icons:



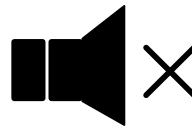
New Voicemail



Speaker Activated



Missed Call



Ringer Silenced



Call In-Progress



Phone in Do Not Disturb

Model T33G Basic Operation:

- Volume adjustments
 - Using the [VOLUME] control at the base of the telephone you may adjust the volume for the following items:
 - **Incoming call ringing;** While phone is idle press the [VOLUME +/-] to adjust. Ringing may be completely disabled if the volume is turned all the way to its lowest setting
 - **Handset receive;** While on the call press the [VOLUME +/-] to adjust.
 - **Speaker phone;** While on the call press the [VOLUME +/-] to adjust.
 - *You can NOT adjust the outgoing volume using the [VOLUME +/-] button*
- Place an outside call
 - Lift handset or press speaker key
 - Dial your number
- Place an internal call
 - Lift handset or press speaker key
 - Dial the internal extension number
 - Press the [SEND] soft key below your display or dial #
 - OR-**
 - Press the pre-programmed button
- Receiving an incoming call
 - Lift handset or press speaker key
 - *You may transfer from handset to speaker phone use by pressing the [SPEAKER] button during the call and replacing the handset*
 - *If on speaker lifting the handset will automatically switch off the speaker phone*
- Placing a call on **HOLD**
 - Press the [HOLD] soft key below your display
 - *If multiple calls are held you may toggle between them by pressing the [SWAP] soft key below your display*
- To retrieve a call on **HOLD**
 - Press the [RESUME] soft key below your display
 - Or you may press the flashing [LINE KEY] the call is held on

- Placing a call on **PARK**
 - Press the **[PARK]** key
 - *System will prompt which zone call was parked*
- Retrieve a call on **PARK**
 - Press **[PARK ZONE]** where call was placed I.E. **[980]**
- To **TRANSFER** a call to another extension
 - Press the **[TRANSFER]** soft key below your display
 - Dial the extension to send the call
 - OR-
 - Press the **[BLF]** key for the user
 - *You can remain on the line to announce the call*
 - Press **[TRANSFER]** to complete
- Retrieve a **TRANSFERRED** call
“DO NOT HANG UP”
 - Press the **[ooo]** soft key below your display
 - Press the **[End Call]** soft key below your display
 - Press the **[Resume]** soft key below your display
- To **TRANSFER** a call **DIRECTLY to VOICEMAIL**
 - Press the **[TRANSFER]** soft key below your display
 - Dial **☼ (Star)**
 - Dial the extension to send the call
 - OR-
 - Press the **[TRANSFER]** soft key below your display
 - Dial **☼ (Star)**
 - Press the **[BLF]** key for the user
 - Press the **[TRANSFER]** soft key below your display
 - Hang up to complete the transfer
- To make a **3-WAY CONFERENCE** call
 - While on the call press the **[CONF]** soft key below your display
 - Dial the internal or external party to be conferenced
 - *If Internal do not forget to press [SEND]*
 - Press **[CONF]** after second party has answered to establish call
- Last number **REDIAL**
 - Press the **[REDIAL]** menu access button
 - Use the **[MENU NAVIGATION]** buttons to scroll through previous calls
 - Press the **[SEND]** soft key below your display to dial the number

- Voice **PAGE** all phones (*Note not all phones will have this feature*)
 - Lift handset
 - Press [**PAGE**]

Voicemail Basic Operation:

New Voicemail Users

By default the “Temporary” passcode is **(3930)**.

The voicemail system will prompt you through as a new user to change your passcode, record your name, and record your voicemail greeting. Upon completion of set-up your voicemail will be ready to take messages.

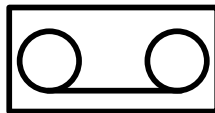
Listen to the voicemail instructions. Failure to “Save” your settings will result in your voicemail box not functioning properly.

When “New” voicemail messages are received it will be indicated by three means:

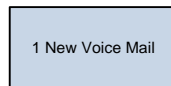
1. Flashing light atop the telephone display



2. The “Message Icon in the top of the display

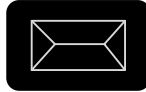


3. Your display will indicate the number of awaiting new messages



To Retrieve Your Voicemail Messages:

1. Press the **[MESSAGE]** button on the phone



2. If outside of the office call **[YOUR 10-DIGIT TELEPHONE NUMBER]**
 - a. From an outside line call your phone number
 - b. When the voicemail greeting begins, press #
 - c. Follow the voice prompts, *"Please enter your extension, Press # when done."*
 - d. Follow the voice prompts, *"Please enter your PIN code. Press # when done."*

Press [1] - Listen to New Messages

- [1] - Replay the current message
- [2] - Delete the VM
- [3] - Mark message as unheard (Save)
- [4] - Skip current message
- [5] - Callback the sender of the voicemail
- [6] -Forward to another user
- [#] - Skip the playback of message details

Press [2] - Listen to Old Messages

- [1] - Replay the current message
- [2] - Delete the VM
- [3] - Mark message as unheard (Save)
- [4] - Skip current message
- [5] - Callback the sender of the voicemail
- [6] -Forward to another user
- [#] - Skip the playback of message details

Press [3] - Personal Options

- [1] - Record voicemail greeting
- [2] - Change PIN
- [3] - Return to voicemail list